

BOROUGH OF CHAMBERSBURG

LACK OF HEAT COMPLAINT POLICY

Approved by the Borough Manager, Land Use & Development Director and Assistant Borough Solicitor on November 5, 2012

1. The Codes Office receives complaint related to lack of heat in a dwelling unit(s).
2. A Property Maintenance Code Officer will visit the building to take heat gun readings in the dwelling unit(s) to determine whether a violation(s) of the International Property Maintenance Code, Section 602, Heating Facilities exists. If the Code Officer visits a building that accommodates other dwelling units than the complainant they will knock on the door(s) of the other units to determine whether the tenant(s) is lacking heat and if so seek their approval to enter the unit to take heat gun readings.
3. If a violation(s) of Section 602 exists serve notice according to Section 107, Notice and Orders by hand carry (where practicable) and mail immediately to the property owner providing a specific timeframe to correct the violation(s). Provide a copy of the notice by hand carry or mail to each dwelling unit(s) where a violation of Section 602 was discovered.
4. At the deadline for the timeframe to correct the violation(s) visit the dwelling unit(s) a second time to take heat gun readings to determine whether the violation(s) of Section 602 has been corrected.
5. If the violation(s) have not been corrected the Code Officer will determine whether the original notice should be amended to provide additional time to correct the violation(s). If the notice is amended it will be served to the property owner by hand carry (where practicable) and mail immediately and a copy will be provided by hand carry or mail to each dwelling unit(s) where a violation of Section 602 was discovered.
6. At the amended deadline to correct the violation(s) visit the dwelling unit(s) a third time to take heat gun readings to determine whether the violation(s) of Section 602 has been corrected.
7. If the violation(s) have not been corrected the Code Officer will proceed with notice providing the property owner with a specific timeframe to correct the violation(s) however the notice will be prepared in accordance with Section 108, Unsafe Structures and Equipment that may result in the building being placarded as condemned in accordance with Section 108 if the violation(s) are not corrected within the timeframe provided. Provide the notice by hand carry (where practicable) and mail immediately to the property owner and provide a copy by hand carry and mail to each dwelling unit(s).
8. At the deadline to correct the violation(s) visit the dwelling unit(s) a fourth time to take heat gun readings to determine whether the violation(s) of Section 602 has been corrected. If the violation(s) are not corrected the Code Officer will placard the building as condemned in accordance with Section 108.